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25th Anniversary CIO&LEADER
TRACK TECHNOLOGY • BUILD BUSINESS • SHAPE SELF

Interactive Discussion Session

Revolutionize Your Customer Experience: The AI Game Changer You've Been Waiting For

13th December, 2024
6 PM Onwards
Pullman, Aerocity, New Delhi

Total Delegates	Unique Organizations	Manhours of Engagement
24	18	72

Key Discussion Areas

Optimize Omni-Channel Integration: Seamlessly connect voice, chat, email, and social media.

Accelerate Responses with AI: Use AI for quicker, personalized interactions.

Leverage Real-Time Analytics: Anticipate customer needs with actionable insights.

Enhance User Experience: Implement user-friendly interfaces for better engagement.

Overcome Legacy Challenges: Transition to agile, cloud-based solutions.

Explore Future Strategies: Stay ahead with trends in contact center modernization.

Learn from Success Stories: Gain insights from proven CX transformation case studies.

Glimpses from the Event

Delegates at the registration desk

Saurabh Lakhanpal, Sales Lead - North India, Genesys sharing his perspectives on "Revolutionize Your Customer Experience : The AI Game Changer You've Been Waiting For".

Case STudy Solivng at the Event

Delegates listening to Saurabh Lakhanpal, Sales Lead - North India, Genesys

Case Study Winner Announcement by Jury Members

Delegates enjoying the networking dinner

Group Photo

Attendees

Naveen Mittal
Vice President - IT OPS, RateGain

Sukhdev Singh
Additional General Manager - Information Technology - Cx Solutions Architech, LeasePlan India

Ketan Banawal
DGM Cloud, Maruti Suzuki India

Sandeep Jamdagni
Head IT and Security, Central Park

Armeet Singh
Principal GRC Program Manager, Midland Credit Management India Pvt. Ltd

Gaurav Darbari
Divisional Head IT Cyber Security, Imperial Auto Industries Ltd

Ghanshyam Gupta
Senior Manager IT, Indigo

Rohit Gupta
Vice President - CISO, Senior World

Akshay Sharma
CISO & IT Head, Medley India Pharma

Jitin Sethi
Assistant General Manager IT, Panasonic Life Solutions India Pvt. Ltd

Ashish Verma
GM IT, Bata group

Rakesh Yadav
Head - Digital Transformation, Lumax World

Nikhil Sharma
Senior Technical Manager, Leaseplan India Pvt. Ltd.

Vartul Mittal
Global Head - IT & Digital, Sterlite Technologies Ltd.

Kamlesh Mahore
Manager IT, Honda Motor cycle & scooter India

Amit Kumar
Chief manager IT, Honda Motor cycle & scooter India

Anil Rathee
Manager IT, Honda Motor cycle & scooter India

Ashish K
Director - IT, Data Futurity Solutions

Rajesh Shah
Head IT Infra & Security, Sterling Tools

Angshuman Roy
GM - IT, Sandhar Technologies

Subarna Chowdhury
Senior Executive, Sandhar Technologies

Kali Shankar Singh
Assistant Manager IT, SD Biosensor Healthcare Pvt Ltd

Nitin Sagar
Sr Manager IT, Indigo

Mehul Kumar
Senior Manager Data Analyst, Medley India Pharma

Delegate Feedbacks

"The session was incredibly interesting, with so many things to learn. There were many teams and people, each bringing their own unique perspectives, which made for a great learning experience. Genesys, I think, is one of the best."

Nitin Sagar
Senior Manager - IT, Indigo

"We joined the event for its interesting topic and found it engaging, with lots of activities, including an early bird session. Everyone was actively working together, and Jodi Memories contributed greatly to the event's success."

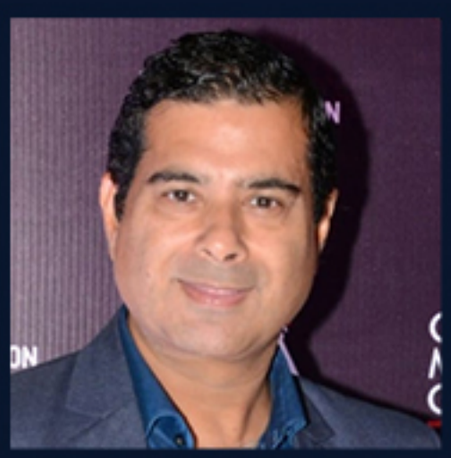
Ghanshyam Gupta
Senior Manager - IT, Indigo

"I was impressed by the case studies and presentations, which clearly showcased the company's thought process and solutions. Genesys is an amazing tool with great workflow features and strong integration capabilities."

Rohit Gupta
Vice President & CISO, Senior World

"The session was awesome! The workshop concept was great, and CIO&Leader's organization was fantastic. They offer very informative sessions."

Naveen Mittal
Vice President - IT OPS, RateGain



"The workshop took a unique approach, focusing on turning business challenges into opportunities using technology. The team did an excellent job, highlighting that there are no 'IT projects'—everything is a business project that must deliver value to all stakeholders, both internal and external."

Akshay Sharma
CISO & Head - IT, Medley India Pharma

Scan the QR code to view the delegates' feedback videos

Thanks & Regards
Team CIO&Leader | 9.9 Group